

Job Description

Job Title:	Deputy Shop Manager
Location:	Dartmouth Boutique
Reporting to:	Boutique Manager
Job purpose:	Our Vision is to make every day the best day possible for our patients and those closest to them, living with life-limiting illnesses in South Devon. As a member of our Retail Team you will deliver this by using your retail knowledge and experience to maximise income and profitability of your shop and Rowcroft Retail as a whole.

Our Values:

Honesty & Integrity Generosity of Spirit Respect Team Player

Key Responsibilities:

Leadership & Management

- Support the Boutique Manager with the smooth running of day-to-day boutique operations, stepping up to lead the shop when required and helping to maintain agreed standards.
- Work closely with the Boutique Manager, colleagues and volunteers to support a positive team culture and help deliver agreed retail plans and priorities.
- Maintain regular two-way communication with the Boutique Manager and Retail Management Team, ensuring you understand shop priorities, targets and any areas where support is needed.
- Assist the Boutique Manager in achieving weekly sales targets, KPIs and shop standards by contributing ideas, supporting agreed actions and encouraging the team to work together effectively.
- Take an active role in daily shop tasks including processing donations, selecting stock, preparing items for sale and pricing, while sharing feedback that may help improve service and commercial performance.
- Assist the Boutique Manager with welcoming, supporting and guiding volunteers, helping them feel confident and included in the day-to-day running of the shop.
- Provide excellent customer service and act as a positive ambassador for Rowcroft, supporting the Boutique Manager in maintaining a warm and welcoming environment.
- Be flexible and willing to support changing shop priorities, working with the Boutique Manager, volunteers and wider retail team to deliver a great service.



Stock

- Support the Boutique Manager in monitoring stock levels and arranging top-up stock deliveries or excess stock collections when required, using the internal digital stock system.
- Help ensure donations are sorted in line with agreed standards, supporting the selection of good-quality, commercially focused stock while being mindful of items of value, vintage pieces, stock sharing and viable recycling opportunities.
- Assist with reviewing stock rotation, quality and replenishment, helping to maintain strong visual merchandising standards that support sales.
- Support pricing decisions by following agreed guidance and seeking advice where needed, helping to achieve appropriate price points across shop, online and auction opportunities in the best interests of the hospice.
- Promote Gift Aid opportunities where appropriate, supporting donors to understand current requirements and helping ensure new donor details are recorded accurately on the Kudos system.
- In the Manager's absence, support the team to follow new goods processes and procedures, helping to maintain accurate stock records and complete stocktaking activity as required.

Health & Safety/Training

- Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is up to date. Play an active part in team meetings. Help to create an environment that is continually critically questioning practice and promoting learning.
- Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures.
- Ensure the highest standards of housekeeping are delivered consistently.

Cash Handling and Security

- Ensure the safest possible environment for all employees and monies by observing the relevant policies and procedures
- Check all transactions carefully for cash, credit card and credit notes, taking ownership of and investigating any Epos discrepancies.

This list can never be exhaustive, and is subject to change in line with the evolving needs of the organisation, but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.



Infection Prevention

All Rowcroft Hospice employees are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to:

- Decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- Take part in mandatory infection control training provided;
- Responsibly manage your own infections that may be transmittable to patients, including to contact Occupational Health for guidance.

Place of work:

This role has been identified as an on-site worker (works at a Rowcroft site for the majority of their working time).

This will be fully discussed and agreed with the postholder to meet individual and business needs.

PERSON SPECIFICATION Weekend Deputy Shop Manager (Dartmouth Boutique)

Attributes	Essential	Desirable
Qualifications and Training	• Good general standard of education	
Knowledge and Skills	• A practical understanding of retail sales, customer service and stock presentation. • Able to support day-to-day shop activity and help create a welcoming, well-organised retail environment. • Confident to take the lead when required, with support from the Boutique Manager and wider retail team. • Able to use basic sales information, targets and guidance to help make sensible shop-floor decisions. • Able to build positive working relationships with colleagues, volunteers, customers and donors. • Comfortable using everyday IT systems used in a retail environment, with training provided where needed. • Clear and friendly communication skills, with the ability to work well with colleagues, volunteers, customers and donors.	• Awareness of the local customer base



Attributes	Essential	Desirable
	• Able to make practical, customer-focused decisions that support shop income and service standards. • Organised, reliable and able to prioritise day-to-day tasks. • Flexible and positive when responding to changing shop priorities. • Able to meet the physical demands of the role, including standing for periods of time and handling stock safely within agreed guidelines. • Good attention to detail, particularly when handling stock, cash, Gift Aid information and shop presentation.	
Experience	• Experience of working as part of a team and supporting others to complete daily tasks. • Experience of working towards sales targets, service standards or other agreed goals.	• Previous experience in a retail, charity retail or customer-facing environment. • Experience of supporting or guiding volunteers or colleagues.
Personal Requirements	• A positive, solutions-focused approach and willingness to help create a good experience for everyone who comes into contact with Rowcroft. • Commitment to working as part of a team and acting in line with Rowcroft Hospice's values and best interests.	Willingness to support Rowcroft events where possible.

